

Greivance Policy

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Purpose and Scope

Grievances are concerns, problems, or complaints that employees raise with the foundation. Issues that may cause grievances include, for example, problems concerning terms and conditions of employment, health and safety, work relations, new working practices, organisational changes, equal opportunities and bullying and harassment. For grievances that relate to bullying, harassment or whistleblowing please refer to the Harassment and Bullying and/or Whistleblowing Policies which set out the procedure to be followed in those circumstances.

This policy does not form part of any contract of employment, and we may amend it at any time.

Principles

The key principles and responsibilities of this policy are identified below:

- At any stage of the grievance procedure we, and you, shall act fairly, reasonably and consistently.
- We, and you, have responsibility for ensuring a fair procedure is followed, although there may be occasions where it is not practicable to take all the steps set out in this procedure.
- Any issues should be raised and dealt with promptly within reasonable timescales unless there are special circumstances justifying longer timescales. This includes avoiding delaying hearings or decisions.
- We will seek to establish the facts, including giving you an opportunity to set out the grievance, prior to making a decision in respect of any grievance.
- Information and proceedings relating to a grievance will remain confidential as far as possible.

Procedure

Informal Procedure

You should first aim to discuss any concerns or seek to resolve any issues by informal discussions with your line manager (or another manager if the grievance is about your line manager). By addressing problems informally, it is hoped that issues might be responded to and resolved more quickly. There may be occasion where it is inappropriate to raise the matter informally, where that is the case, you should proceed straight to the formal procedure.

Formal Procedure

If the matter cannot be satisfactorily resolved using the informal procedure, or it is

inappropriate to do so, you should raise the matter formally by setting out your grievance in writing and sending a copy to your line manager (or another manager if the grievance is about your line manager). This should be done without unreasonable delay. Once a written copy of your grievance is received you will be invited to attend a meeting to discuss the grievance.

If you have not set out in detail the basis for your grievance in your initial letter raising the grievance, you might be asked to specify the nature of your concerns and what the basis for the grievance is before the meeting to allow for a reasonable opportunity to consider the grievance before the meeting and undertake any necessary initial investigations. You have the right to be accompanied at the meeting as detailed below. You, and any companion, should make every effort to attend the meeting.

At the meeting you will be given the opportunity to explain the grievance and how you consider it should be resolved. The meeting may be adjourned if it is felt that further investigations are necessary or more time is needed to consider the grievance.

After the meeting you will be informed, in writing, of the decision and any proposed action or resolution, where applicable, in respect of the grievance. If more time is needed to consider the grievance you will be informed of when to expect an outcome. You will also be informed in writing of the right to appeal against the decision.

Appeal

If you are not satisfied with the resolution of the grievance, you should appeal against the grievance decision. You will be notified of the person to whom the appeal should be sent. An appeal must be in writing stating the reason(s) for the appeal and notified to the specified person normally within five days of receipt of the letter confirming the formal decision.

You will be notified in writing of the details relating to an appeal meeting and must take all reasonable steps to attend. Following the appeal meeting you will be informed in writing of the decision.

The decision taken at the appeal meeting shall be the final decision and there shall be no further right of appeal.

Confidentiality

All grievances raised will be treated in confidence and every effort will be made not to reveal the identity of an individual who raised the grievance if that is their wish. If disciplinary or other proceedings follow any potential investigation it may not be possible to take action without the help of the individual who raised the grievance, so the individual may be asked to come forward as a witness.

To ensure confidentiality we will aim to involve as few people as possible to prevent confidentiality being inadvertently shared whilst also making sure the grievance is not compromised by doing this.

In some circumstances, it may not be possible to guarantee complete confidentiality and if we believe this to be the case you will be consulted with to ensure you are fully aware of what the procedure involves.

Where the grievance case involves witnesses, to ensure that all testimony is made and received in good faith, witnesses will be informed about the following:

- The uses to which the evidence will be put.
- Whether the evidence will be shared and whether the witness will approve this.
- The consequences that will follow if confidential information is leaked, including the disciplinary action that will be taken.

Right to be Accompanied

At any formal stage of the grievance procedure including an appeal meeting, you will normally be given written notice of a formal meeting together with a right to be accompanied by a workplace colleague or accredited trade union official.

A trade union representative who is not an employed official must have been certified by their union as being competent to accompany a worker and be prepared to provide written evidence if requested by us prior to any meeting.

The accompanying individual has the right to:

- address the meeting to explain and sum up your case
- respond on your behalf to any views expressed at the meeting
- confer with you during the meeting

They do not, however, have the right to answer questions on your behalf, address the meeting if you do not wish it or prevent us from explaining our case.